

From: Regina Gentile
To: Mike Powell
Date: 2/17/03 1:46PM
Subject: FCC should do more re: wireless

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February 17, 2003

Federal Communications Commission
 Office of Secretary

Federal Communications Commission Chair Michael K. Powell
 445 12th St SW
 Rm 8-A204
 Washington, DC 20554

Dear Chair Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. **Left** on its own, the industry has not provided an acceptable level of service.

The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
- Help me compare offers when I'm shopping for service by requiring standard, plain language disclosures of prices and terms in an easy to use format, similar to nutrition labels on food or the required disclosures on credit card offers.
- Require carriers to provide useful coverage maps, or disclose in some manner "dead zones" that consumers are likely to encounter in their local calling area
- Ensure I have real choice by enforcing the number portability deadline of November 2003, **so** I can keep my phone number **if** I change carriers
- Require carriers to give customers a reasonable trial period, allowing them to test the service without penalty, if they wish
- Expand options for 911 use **by** requiring phones to **use** any strong analog signal available to it. Require the cell phone industry to **stop** dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers to locate callers.)

Thank you for your consideration

Sincerely,

Regina M Gentile